

Better Business Bureau
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 www.labbb.org

Company Report

Capitalwerks LLC

5 Hutton Centre Drive, Suite #1200
 Santa Ana, CA 92707
Contact: R Kalinowski
Phone: (714) 210-7400



Rating Explanation:

The rating the Better Business Bureau assigns a business is determined by our composite score of such factors as its type of business, length of time in business, compliance ...

Company Profile

DBA: Capitalwerks LLC

Address: 5 Hutton Centre Drive, Suite #1200
 Santa Ana, CA 92707

Primary Phone: (714) 210-7400

Primary Fax:

Primary Contact: R Kalinowski
 President's Assistant

Website: www.capitalwerks.com

Company ID: 13141748

Business Start Date: 5/1/2000

BBB Created Record on: 2/24/2000

Nature of Business:

This company's business is providing equipment leases.

Bureau Membership

Join Date:

This company is not a member of the Better Business Bureau. This fact does not disparage the company in any way.

Licensing and Bonding Information

We know of no licensing or registration requirement for companies engaged in this company's stated type of business.

BBB Comments and Analysis

We have no further comment about this company's business practices or analysis of its offer that may assist you in your consideration of this company.

Complaint Closing Statistics

The following grid displays the number and responses to complaints over the last 36 months:

No. of Cmpl	Type of Response
18	Making a full refund, as the consumer requested
6	Making a partial refund
18	Agreeing to perform according to their contract
1	Refusing to make an adjustment
6	Refuse to adjust, relying on terms of agreement
5	Unanswered
1	Unassigned
55	Total

Complaint Experience

Most complainants allege the company failed to fund the leases and then refused to refund deposits. Complainants contend the company solicited them for a lease agreement requiring a deposit of the first and last months rent along with a processing fee. According to most complainants, when the company is unable to fund the leases, they promise to make refunds but fail to do so. Most people complain that the company does not return telephone calls.

The company responded to some complaints by issuing refunds for the deposits and, in some cases, the

processing fees. In other cases, they refused to make any refunds claiming that the customer provided false information or refused to proceed with the lease, even though the terms were changed.

Government Actions

We know of no government action taken against this company.

Advertising Review

No question about the truth of this company's advertising has come to our attention.

Other Considerations

We know of no other matter or practice relating to this company that may assist you in your consideration of this company.

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